

## Sustainability Report

### BOARD STATEMENT

The Board is pleased to present our second sustainability report for MCT. With this report, we would like to share with our stakeholders our overarching approach to sustainability, our practices and performance, as well as our targets for the forthcoming year. This report is aligned with the SGX-ST Listing Rules Practice Note 7.6 Sustainability Reporting Guide and prepared in accordance with the Global Reporting Initiative (“GRI”) Standards (2016).

MCT’s sustainability approach is aligned with that of the Sponsor, Mapletree Investments Pte Ltd, and is premised on the recognition that environmental, social and governance (“ESG”) aspects are increasingly important. We further believe that the sustainability of the economic, environmental and social areas supports the longevity of our business, which in return enhances the creation of long-term value to our stakeholders. For these reasons, we are committed to managing the relevant ESG risks and opportunities across the portfolio to ensure the long-term well-being of our business, while contributing positively to the environment and society.

The Board considers sustainability in the formulation of MCT’s long-term strategies and oversees sustainable practices across its businesses. In discharging our responsibilities, we are supported by MCT’s representation in the Sustainability Steering Committee (“SSC”) which comprised senior management across the Group.

In our inaugural sustainability report last year, we articulated how MCT continuously strives to combine sustainable initiatives in our business that will enhance the environment and our society. These initiatives are incorporated into our daily operations from how we plan and manage our properties, how we conduct business with different stakeholders, to how we cultivate a positive work environment for all employees and create meaningful impact for the local community.

We are pleased that these initiatives and practices have achieved positive results to date. At PSA Building, for example, the Manager has undertaken a series of works to enhance the energy efficiency of the air-conditioning system. As a result of these enhancements,

the efficiency of the chiller system has improved by more than 11%, translating to cost savings of approximately S\$120,000 per year.

Some key achievements in FY17/18 include:

- All our properties being accorded at least the BCA Green Mark Gold Award. MLHF, in particular, has been accorded the BCA Green Mark Gold<sup>Plus</sup> Award, an improvement from the BCA Green Mark Gold Award accorded previously;
- Achieving a 95% participation rate in the 2017 Employee Engagement Survey;
- Providing a total of S\$252,707 worth of venue sponsorship to charitable causes; and
- Organising two CSR initiatives with active staff participation.

As we embark on this meaningful sustainable journey, we will continue to strengthen our engagement with key stakeholders and improve our sustainability efforts and practices, with the goal of forging a long-term sustainable business.

### Board of Directors

## Sustainability Report

### MCT'S COMMITMENT

At MCT, we are committed to creating long-term value for our stakeholders by incorporating economic, environmental and social considerations into our business practices. Being a responsible and sustainable business is crucial to our continued success. We strive to integrate sustainability principles into our daily operations and activities by having regular and meaningful engagement with our stakeholders, minimising the environmental impact of all aspects of our business, and ensuring the safety of all our properties for employees, tenants and shoppers.



### ABOUT THIS REPORT

This report contains data and practices relating to MCT, the REIT Manager, and MCT's five properties, namely VivoCity, MBC I, PSA Building, Mapletree Anson and MLHF, which the Manager has operational control. The reporting period is from 1 April 2017 to 31 March 2018. The report also includes information on group-wide social and governance practices that are relevant to MCT.

MCT publishes its sustainability report on an annual basis. This report is aligned with the SGX-ST Listing Rules Practice Note 7.6 Sustainability Reporting Guide and has been prepared in accordance with the GRI Standards (2016) – Core option. The GRI Standards are one of the global best practice guides for reporting on a range of ESG factors.

We value and welcome feedback from our stakeholders as they enable us to continuously improve our sustainability approach, performance and disclosure. Please send your comments and suggestions to Ms Teng Li Yeng, Vice President, Investor Relations via [enquiries\\_mct@mapletree.com.sg](mailto:enquiries_mct@mapletree.com.sg).



MCTM's Bowling Party 2018



**SUSTAINABILITY GOVERNANCE**

MCT’s sustainability strategy is guided by the leadership of the SSC. This committee oversees and develops sustainability strategies and overall sustainability performance and is led by the Sponsor’s Deputy Group Chief Executive Officer, and the Head of Group Corporate Services and Group General Counsel. The SSC comprises the CEOs of the managers of the four Mapletree Group-sponsored REITs and other members of the Sponsor’s senior management team. Ms Sharon Lim, Executive Director and CEO, represented the Manager in the committee for FY17/18.

The SSC is supported by a Sustainability Working Committee (“SWC”), which is made up of representatives across the organisation’s business units and functions. MCT is represented in this

SWC, which implements, executes and monitors policies and procedures across the organisation.

We consider our sustainability performance in the context of our business objectives and benchmark against industry peers with the aim of seeking continuous improvement. The SSC regularly reviews our management approach to see where there are suitable opportunities to improve performance so that appropriate actions can be taken to address existing gaps.



**MATERIALITY ASSESSMENT**

A formal Group-wide materiality assessment exercise was first conducted in FY16/17. Facilitated by an independent sustainability consultant, the exercise involved key internal stakeholders, including the SWC, to identify, prioritise

and validate ESG factors that are material to our business operations and of significant interest to our stakeholders.

In FY17/18, a second workshop was organised to review and revalidate the material ESG factors from FY16/17. The workshop also sought to gather feedback and updates from key internal stakeholders on the material factors.

The following factors were taken into consideration for the materiality assessment:

- global and local emerging sustainability trends;
- material topics identified by industry peers; and
- sustainability reporting frameworks.

From the workshop’s discussions, we have determined that the material ESG topics in FY17/18 remain unchanged from those identified in the previous year, except for “Marketing Communications”, which is now included with “Compliance with Laws and Regulations”.

**Material Factors**

<b>Economic</b>	• Economic performance
<b>Environmental</b>	• Energy
<b>Social</b>	• Health and safety • Employment and talent retention • Local community
<b>Compliance</b>	• Anti-corruption • Compliance with laws and regulations

# Sustainability Report



## STAKEHOLDER ENGAGEMENT

We have identified key internal and external stakeholder groups that are critical to our business. We engage our key stakeholder groups regularly to understand issues of concern to them and to respond to any questions raised about our business operations.

Listed below are our key stakeholders and the ways in which we engage them.

Stakeholders	Key Topics and Concerns	Engagement Methods
<b>Shoppers</b>	<ul style="list-style-type: none"> <li>Needs of our shoppers</li> <li>Range and quality of retail offerings and services</li> <li>Supplementary amenities and services for shoppers' convenience</li> <li>Safe and pleasant shopping environment</li> <li>Connectivity and access to public transport</li> </ul>	<ul style="list-style-type: none"> <li>Customer feedback through customer service and surveys</li> <li>Online and mobile communications platforms, as well as social media</li> <li>Advertisements, marketing and promotional events to engage shoppers</li> </ul>
<b>Tenants</b>	<ul style="list-style-type: none"> <li>High quality and comfortable retail/office environment</li> <li>Efficiency and safety of buildings</li> <li>Competitive rental rates</li> <li>Range of supporting amenities</li> <li>Connectivity and access to public transport</li> <li>Shopper traffic</li> <li>Collaboration in marketing and promotional events</li> </ul>	<ul style="list-style-type: none"> <li>Proactive engagements with existing and new tenants through regular meetings, gatherings as well as informal engagement programmes</li> <li>Joint promotions and partnerships with tenants</li> <li>Tenant Handbook and circulars</li> </ul>
<b>Investment Community (Investors, Unitholders, Analysts and Media)</b>	<ul style="list-style-type: none"> <li>Steady and sustainable distributions</li> <li>Operational and financial performance</li> <li>Business strategy and long-term outlook</li> <li>Good corporate governance</li> <li>Timely and transparent reporting</li> </ul>	<ul style="list-style-type: none"> <li>AGMs</li> <li>Website and SGXNET announcements, presentations and press releases</li> <li>Annual Reports, results briefings and webcasts</li> <li>One-on-one meetings and property tours</li> <li>Local and overseas investors conferences and non-deal roadshows</li> <li>Electronic communication and feedback channels</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Equitable reward and recognition</li> <li>Fair and competitive employment policies and practices</li> <li>Safe and healthy working environment</li> <li>Learning and development opportunities</li> <li>Regular engagement</li> </ul>	<ul style="list-style-type: none"> <li>Robust compensation and benefits framework</li> <li>Staff communication with senior management</li> <li>Regular dialogues with employees through informal feedback sessions and performance appraisals</li> <li>Electronic communication such as emails, intranet and newsletters</li> <li>Employee Engagement Surveys</li> <li>Employee Handbook</li> <li>Training programmes and education sponsorships</li> <li>Recreational and team building activities</li> </ul>

Stakeholders	Key Topics and Concerns	Engagement Methods
<b>Trustee</b>	<ul style="list-style-type: none"> <li>• Safeguard the rights and interests of Unitholders</li> <li>• Ensure compliance with the Trust Deed rules and regulations</li> <li>• Open communication channels</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly reporting and updates</li> <li>• Ongoing dialogues and regular feedback</li> </ul>
<b>Business Partners (Government, Regulators, Industry Associations and Third-party service providers)</b>	<ul style="list-style-type: none"> <li>• Compliance with rules and regulations</li> <li>• Fair and reasonable business practices</li> <li>• Win-win partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in industry associations, namely, REITAS, the Sentosa HarbourFront Business Association and the Singapore Retail Association</li> <li>• Ongoing dialogues, feedback and networking events</li> <li>• Meetings, briefings, consultations and inspections</li> <li>• Letters and electronic communication</li> </ul>
<b>Local Community</b>	<ul style="list-style-type: none"> <li>• Sustainable environmental practices</li> <li>• Positive impact to the local community</li> </ul>	<ul style="list-style-type: none"> <li>• Incorporating sustainable environmental practices into business</li> <li>• Collaborations with non-profit organisations to raise visibility and impact of social and environmental causes</li> <li>• Channels for public feedback</li> </ul>



*Photo Captions*  
 1 Engaging with Unitholders at MCT's 6<sup>th</sup> AGM  
 2 Reaching out to retail investors at the REITs Symposium 2017  
 3 The AGM is an important platform for us to reach out to Unitholders

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### ENVIRONMENT

MCT is committed to reducing its environmental impact by improving the environmental performance of its properties. Doing so not only helps in reducing the environmental footprint created by the real estate industry, but also produces business benefits such as cost savings that can be passed on to our stakeholders.

The Mapletree Group fully supports Singapore's increased commitment to sustainable building practices. To this end, MCT has implemented various eco-efficient initiatives to minimise the environmental impact of our business operations.

The Manager and the Property Manager continue to participate in "Mapletree Goes Green", an ongoing initiative implemented by the Sponsor in 2011 to encourage employees to adopt environmentally-friendly practices in their day-to-day work. For instance, employees are encouraged to use refillable water bottles and print on both sides of paper. Other measures include installation of recycling bins, implementation of electronic systems to reduce paper usage, and circulation of reminders to nurture a more environmentally conscious mindset.

### Energy

#### Targets

- Maintain landlord's energy consumption (of all MCT's properties) to within  $\pm 5\%$  of FY17/18's baseline
- VivoCity
  - Install photovoltaics ("PV") panels to reduce 500,000kWh in FY18/19 (estimated impact from October 2018 to March 2019)
  - Upgrade fan coil units ("FCUs") progressively. Target to have first year savings of 60,000 kWh in FY18/19
- At least maintain BCA Green Mark ratings for all MCT properties

We strive to continue to improve the conservation efforts of energy and water in properties. We monitor our properties' energy consumption used for lighting, air-conditioning and operating elevators. Rising energy use and associated greenhouse gas ("GHG") emissions are some of the leading causes of global warming. Since energy consumption also accounts for a significant proportion of operating costs, improving energy efficiency will minimise our environmental footprint and deliver economic benefits.

To improve energy efficiency, efforts have been made to improve the management of owner-controlled areas and to encourage tenants to practise energy efficiency in their own areas. A number of policies and initiatives have been implemented to track the environmental performance of MCT's properties. Our monthly utility consumption is monitored to identify opportunities to improve efficiency. This data, as well as other building-related information, are submitted to the BCA on an annual basis. The information is included in the BCA Building Energy Benchmarking

Report to encourage building owners and managers to improve their energy conservation efforts.

We also fully support the third Green Building Master Plan developed by the BCA and strive to ensure that all of MCT's properties at least maintain their respective BCA Green Mark certifications. The features of BCA Green Mark-certified buildings include greater climatic responsiveness, higher energy effectiveness, increased resource efficiency and smarter and healthier indoor environments. Monthly engineering forums are conducted to discuss ongoing applications or renewals of Green Mark certifications.

To date, the Manager has implemented the following initiatives to reduce energy consumption by our properties:

- Upgrading air-conditioning systems to improve their efficiencies;
- Improving monitoring and control systems to optimise electricity usage;
- Using energy efficient lighting fixtures to reduce electricity consumption; and
- Participating in events such as "Lights Off" for Earth Hour and Earth Day to raise public awareness.

At PSA Building, enhancements were made to improve the energy efficiency of the air-conditioning system. These include an overhaul of chillers, optimisation of the pumping system, installation of variable speed drives for the condenser water pumps and cooling towers, and removal of non-essential balancing valves for the chilled and condenser pipes to reduce pressure loss. These enhancements improved the efficiency of the chiller system from 0.81 KW/RT to 0.72 KW/RT, resulting in cost savings of approximately S\$120,000 per year.

VivoCity’s upgrading of Building Management System (“BMS”) was completed in FY17/18. Controllers were installed to allow for dynamic control over the mall’s air temperature, irrigation, lighting, lift and escalator systems. The upgraded BMS has improved energy efficiency as it allows for real-time monitoring and the implementation of a new control strategy to prevent over-cooling in the mall’s common areas.

In recognition of the Manager’s efforts towards environmental sustainability, MCT’s properties have been awarded various Green Mark certifications by the BCA. MLHF, in particular, has been accorded the BCA Green Mark Gold<sup>Plus</sup> Award in FY17/18, an improvement from

the BCA Green Mark Gold Award awarded previously. For the upcoming year, we aim to at least maintain the respective BCA Green Mark certifications for all our properties.

One of our other sustainability targets for FY18/19 is to install PV panels at VivoCity. This is targeted to reduce VivoCity’s energy usage by 500,000 kWh in FY18/19 (estimated impact from October 2018 to March 2019). We will also start to upgrade the FCUs at VivoCity on a progressive basis to improve the property’s energy efficiency. Given that the FCU upgrade will be done progressively over three years, we target to achieve energy savings of 60,000 kWh in FY18/19, the first year of implementation.

As part of our management approach, we strive to improve our energy performance year-on-year and continue to support energy conservation efforts across all our properties. On an ongoing basis, we will continue to monitor our properties’ energy efficiency closely, make plans and implement viable upgrades and enhancements to energy-related facilities and systems.

**Energy Consumption and GHG Emissions**

In FY17/18, the total energy consumption of our properties was 69,346,146 kilowatt hours (“kWh”)¹. The average building energy intensity¹ during the same period was 149 kWh/m².

The total GHG emissions from electricity use at our properties were 29,431² tCO₂e in FY17/18, while the average GHG emissions intensity during the same period was 0.06 tCO₂e/m².

Property	Environmental certifications and accolades
VivoCity	Green Mark Gold Award, BCA
MBC I	Green Mark Platinum Award, BCA
PSA Building & ARC	Green Mark Gold <sup>Plus</sup> Award, BCA
Mapletree Anson	Green Mark Platinum Award, BCA
MLHF	Green Mark Gold <sup>Plus</sup> Award, BCA



1 The energy consumption figures reported exclude tenants’ energy consumption within the leased premises.  
 2 The total GHG emissions were calculated using Singapore’s Average Margin Grid Emission Factor in 2016.

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## SOCIAL – PEOPLE AND COMMUNITIES

We recognise our role in providing spaces and facilities to businesses and the community. As such, we are committed to providing and maintaining a healthy and safe environment for all our stakeholders, namely our employees, third-party service providers, tenants and visitors.

### Health and Safety

#### Targets

- Achieve zero incidents resulting in employee permanent disability or fatality
- Achieve 100% relevant trainings for eligible staff members

We have implemented the following initiatives to safeguard the health and safety of our employees and stakeholders:

#### Employees

Each employee is provided with a comfortable and safe work space environment. Health-related programmes are organised to prevent illness and promote good health among our employees.

#### Third-party service providers (“TPSPs”)

The selection framework for the engagement of contractors and other TPSPs includes requirements on health and safety standards.

#### Tenants

The following instructional manuals are provided to tenants to ensure that they adhere to health and safety standards:

- A fit-out manual which includes clauses on safety rules for additions and alterations works; and
- A Tenant Handbook which contains safety rules and some “Dos and Don’ts” in their business operations.

To ensure that tenants are familiar with the emergency evacuation procedures and the locations of assembly areas, fire drills are conducted twice a year. Tenants are provided with updates and alerts during emergency situations, such as fires, natural disasters and terrorist attacks.

Tenants are encouraged to adopt green practices such as reducing and recycling waste.

#### Visitors

Our buildings and properties are fitted with alarm systems and emergency exits are clearly marked to ensure safety of visitors. Regular checks of lifts and fire alarm systems are carried out to ensure compliance with building regulations.

We have implemented SOPs that set out various guidelines in the event of an emergency in the workplace. Health and safety incidents are managed by the Company Emergency Response Team (“CERT”) at each property. CERTs personnel are trained in first aid and possess fire-fighting abilities. Scissor lifts and boom lifts are used for maintenance and repairs and are operated by licensed Property Management technicians. We adopt the Sponsor’s reporting protocol in the event of construction accidents

at any of our development sites so that investigation can be performed and preventative actions can be taken in a timely manner. In addition, fire and safety drills, as well as fire safety audits, were conducted at all properties during the year. We also comply with the Ministry of Manpower’s reporting requirements on workplace incidents.

In FY17/18, a series of courses were introduced with the focus on “Building a Resilient Workforce”. The courses

organised in-house include Stress Management, Mental Health First Aid, Assisting Individuals in Crisis, CERT First Aid, CPR and AED. In addition, our employees receive regular updates on ongoing publicly-run health and safety related courses which employees are encouraged to participate.

We will continue to ensure that our properties are safe and without risks to the health and safety of our employees and stakeholders.

<h1>1</h1> <p><b>EMPLOYEES</b></p>	<h1>2</h1> <p><b>TPSPs</b></p>	<h1>3</h1> <p><b>TENANTS AND VISITORS</b></p>
<p>Continue to conduct regular health and safety trainings for all employees.</p> 	<p>Engage third-party service providers in regular meetings to discuss and monitor their health and safety performance.</p> 	<p>Conduct risk assessments prior to the commencement of fitting-out works, and ensure buildings are well maintained and all hazards are clearly signposted.</p> 

**Health and Safety Performance**

In FY17/18, there were zero reported workplace fatalities and zero major accidents among the Manager’s employees. Within the reporting period, there were no incidents of significant non-compliance with relevant health and safety regulatory requirements.

**Talent Retention**

- Targets**
- Continue to commit to fair employment practices by ensuring that our hiring process remains stringent and to offer equal opportunity to all potential candidates
  - Maintain a diverse and relevant learning and development programme

We strongly believe that our employees are our key asset. We strive to invest in our human capital and to build a diverse workforce and an inclusive culture through well-rounded human resource policies and various training programmes offered to our employees. We also organise regular engagement activities to nurture an environment that values work-life balance.

**Talent Attraction**

The ability to attract and retain talent is essential to the long-term sustainability of MCT. High turnover could result in loss of invaluable experience and knowledge, as well as loss of time and effort put into employees’ development. To improve talent retention, integrated human capital strategies and initiatives with a

strong emphasis on equal opportunity, talent development, competitive compensation and employee wellness have been developed and put in place. We strive to ensure that our employment practices comply with local labour laws. Each employee has access to the Employee Handbook, which sets out human resource policies on hiring, equal opportunity, and learning and development.

Exit interviews and employee engagement surveys are conducted to understand employees’ reasons for leaving the organisation. Through the interviews and surveys, we receive feedback and comments from employees that allow us to identify areas for improvement. In FY17/18, the

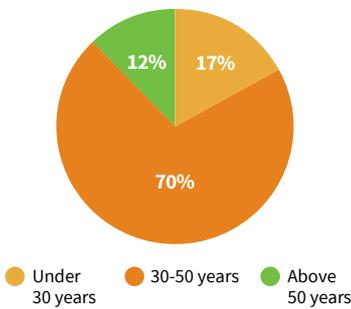
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Employee Engagement Survey had a 95% response rate from employees.

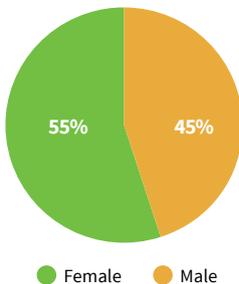
We collect, track and monitor our human resources data on a yearly basis. For FY17/18, there was an average of 163 employees at MCT who were all based in Singapore. The average turnover rate for the year was 0.7% while the average new hire rate was 0.9%.

Diversity is evident, with 17% of MCT’s employees under 30 years of age, 70% between 30 to 50 years of age and 12% above 50 years of age<sup>1</sup>. Female and male employees accounted for 55% and 45% of the entire staff population respectively.

### Age Diversity<sup>1</sup>



### Gender Diversity



<sup>1</sup> Total does not add up to 100% due to rounding.

### Developing People

We support employee training and development by offering our employees opportunities to participate in various learning and development programmes conducted throughout the year. These programmes include the Mapletree Leadership Programme, Mapletree Performance Management workshops, as well as various functional and technical training programmes. Through these programmes, employees receive market updates and trainings on leadership, performance management and customer service. In addition, we have the Mapletree Immersion Programme for new hires to help them understand our organisation and business.

To support continuous employee development, a robust performance appraisal system has been implemented. Through the system, employees are able to identify their development goals and learning needs. All employees are given feedback on their performance during an annual performance review.

### Employee Well-being

We continue to engage our employees through various activities and social events organised by the Mapletree Recreation Club throughout the year. They include Durian Fest 2017, Mapletree’s Movie Event 2017, USS Day Out! and Chinese New Year Goodies Distribution 2018.

In FY17/18, we continued to organise a series of workplace health promotion programmes with the Health Promotion Board to promote healthy lifestyle and employee well-being. These activities are extended to all tenants of Mapletree Business City, Mapletree’s flagship development in Singapore, and include lunchtime talks on lifestyle topics and

monthly fitness programmes. Mapletree also held the annual health screening session as well as half-annually blood donation drives.

We recognise the achievements of our employees’ children through the Mapletree Education Award (“EduAward”). The EduAwards, comprising cash awards ranging from S\$150 to S\$500, are given out twice a year. In FY17/18, 66 awards totalling S\$15,300 were given out by the Sponsor.

### Local Community

Targets
<ul style="list-style-type: none"> <li>• Provide venue sponsorship of at least S\$150,000 across MCT’s properties to support the community and institutes of learning</li> <li>• Organise two CSR events with staff participation per year</li> </ul>

We aim to build long-term relationships with the local community. We are committed to making positive contributions by supporting projects and causes that address the needs of the community, which are in line with the four key pillars of our Group’s CSR programme.

Underpinning our efforts is the Mapletree Shaping & Sharing Programme, a group-wide framework that seeks to achieve greater social impact through a focused CSR approach.

As a testament to the Mapletree Group’s commitment to align business performance with social sustainability, the Sponsor sets aside S\$1 million annually to fund CSR projects and programmes for every S\$500 million of profit after tax and minority interests or part thereof.

### MAPLETREE CSR FRAMEWORK

Aimed at achieving greater impact through a focused approach, the group-wide CSR Framework encompasses four pillars of support – education, the arts, healthcare and the environment. Guided by two broad objectives, it focuses on empowering individuals by supporting educational and healthcare initiatives, enriching communities with the arts and function design, and shaping environmentally sustainable real estate developments.

This framework guides our proposed community involvement initiatives and commitments, while the selection criteria for these initiatives are based on definable social outcomes, long-term engagement and staff volunteerism opportunities.

Following the assessment of proposed community involvement initiatives against the Mapletree CSR Framework by the Group Corporate Communications team, recommendations are made to the CSR Board Committee for their final assessment.



Staff volunteers providing logistics support for WondeRead

### Engaging Tenants

The Manager works closely with tenants to meet their needs by providing high quality service.

Since July 2010, VivoCity has been conducting the monthly Service Excellence Workshops as an in-house induction programme for new employees of tenants at VivoCity. The programme focuses on VivoCity's Service Culture, ways to build customer loyalty, managing customer feedback, and the "Do's and Don'ts" of service delivery.

To better understand the needs of MCT's tenants, regular networking sessions are organised to provide tenants a platform to provide feedback and to raise any concerns that they may have. During the year, the Manager continued to devote resources to identify and organise targeted activities that would effectively drive tenant sales.

### Contributing to a Better Society

We support charitable, social and environmental causes that are important to us and in line with our key CSR pillars. In FY17/18, MCT supported a total of 18 projects that could positively impact the local community. These projects include CSR events that were organised by staff volunteers, as well as venue sponsorships at our properties.

From September to October 2017, we initiated a programme to help the National Library Board ("NLB") with their logistics for WondeRead, one of NLB's programmes to supplement needy children aged from 7 to 8 years old with books. Staff volunteers helped to transport 90 boxes of books from Al-Mukminin Mosque to the NLB.

From October to November 2017, staff came together to run an internal charity collection drive to collect pre-loved toys for Gifts of Love with Food from the Heart ("FFTH"). A total of 272 bundles of toys were collected, packed and delivered to FFTH's Annual Toy Buffet, a carnival organised for over 2,000 needy children aged between 6 to 13 years old.

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In addition to CSR events, MCT provided venue sponsorships in total of S\$252,707 in the financial year. Some of the venue-sponsored events held at VivoCity and MBC I were:

### VivoCity

#### PaTH Market

January - October 2017

VivoCity has been supporting the PaTH (Pop and Talent Hub) Market activity (a social initiative by Social Innovation Park Ltd) since 2007 by providing atrium spaces for budding entrepreneurs from traditionally marginalised groups with the opportunity to showcase and retail hand-made, unique handicraft products. This also helps to develop their personal and professional experience in retail.

#### Sea Dreams Play in conjunction with the Singapore Maritime Week

21 - 23 April 2017

In conjunction with the Singapore Maritime Week 2017, Global Cultural Alliance, a non-profit arts and culture organisation, developed and produced a new and original multi-disciplinary play titled Sea Dreams.

VivoCity hosted the play at its Amphitheatre. The play engaged various performing art forms and sought to reflect the vibrancy of the maritime industry and the future and opportunities it holds for young Singaporeans in the face of today's challenging climate.

#### Breast Cancer Foundation's 20<sup>th</sup> Anniversary Roadshow

8 - 14 May 2017

The Breast Cancer Foundation is a non-profit organisation with the mission to eradicate breast cancer as a life-threatening disease. This is done through raising awareness and providing psycho-social support, and empowering survivors and their families through support groups, training and other activities.

VivoCity supported the Breast Cancer Foundation's 20<sup>th</sup> anniversary roadshow as a venue sponsor. The seven-day event comprised a mammography screening simulation and interactive exhibition panels on cancer awareness and prevention.

#### Home & Away with Mapletree

28 - 30 July 2017

To support and provide warmth to students studying overseas, MIPL organised a three-day roadshow to distribute 500 pieces of customised Mapletree fleece jackets to UK-bound Singaporeans and Singapore Permanent Residents to help them in their adjustment to the cold climate.

#### Hair For Hope

29 - 30 July 2017

Hair for Hope is an annual hair-shaving event organised by the Children Cancer Foundation. Every year, the event attracts large numbers of people to have their heads shaven to support children with cancer.

VivoCity has been supporting the event as a venue sponsor/partner since 2010. The event has also evolved to become an iconic event of VivoCity.

#### 'Once Upon a Time' Performance by The TENG Ensemble

20 November 2017

A Lunar New Year festive performance was organised by MIPL and anchored by The TENG Ensemble at VivoCity's Amphitheatre. The TENG Ensemble is a local non-profit arts company that has gained local and international acclaim with their unique brand of music that bridges the East and the West. Approximately 600 attendees were treated to an educational pre-show and a medley of popular and classical music.

**MBC I**

<p><b>Health Promotion Board’s Healthy Workplace Ecosystem</b> April 2017 - March 2018</p>	<p><b>Events Organised by SASCO Senior Citizens’ Home</b> 17 - 21 April 2017</p>	<p><b>Bone Marrow Donor Programme</b> 25 - 26 May 2017</p>
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MBC I provided the venue for the Health Promotion Board initiative to introduce a Healthy Workplace Ecosystem and to conduct mass exercise programmes for office crowds.

This also helped to promote vibrancy and enhance the overall environment for our tenants and their staff.

MBC I provided the venue for SASCO Senior Citizens’ Home to support their efforts in raising awareness and reaching out to the community.

This event was held to educate the public about bone marrow transplants and promote in-depth understanding of blood-related diseases.

<p><b>Singapore Heart Foundation</b> 14 - 18 August 2017 and 5 - 9 February 2018</p>	<p><b>Singapore World Water Day</b> 19 - 23 March 2018</p>	<p><b>365 Cancer Prevention Society</b> 19 - 23 March 2018</p>
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The Singapore Heart Foundation organises various awareness campaigns to educate the public on the landscape of heart diseases in Singapore and to garner donors to help those in need.

This was organised by the Public Utilities Board to encourage the community to conserve water and to educate them on ways to save water.

This event was to educate the public in understanding cancer prevention and to attract donors to help those in need.

**Community Feedback**

Feedback from our stakeholders and the community is important to us. As a responsible corporate citizen, we have multiple feedback mechanisms in place to receive, track and respond to questions about our sustainability approach and performance from community members.

The public and investors can send in their feedback or enquiries to MCT via MCT’s website, email, fax or enquiries hotline. Contact information is available on MCT’s website as well as in the Annual Reports.

<http://www.mapletreecommercialtrust.com/en/Contact-Us/Contact-Information.aspx>  
<http://www.mapletreecommercialtrust.com/Contact-Us/Enquiries.aspx>

For our shoppers, we have dedicated public feedback channels, including electronic feedback forms, customer service hotlines, social media channels, as well as information counters in VivoCity where the public may use to provide feedback or share their concerns.

VivoCity: <https://www.vivocity.com.sg/contact-us-enquiry>  
 ARC: <https://www.arc4u.com.sg/contact-us>

The Management and the Investor Relations team actively engage investors, analysts and the media through regular and frequent interactions through various platforms. More information can be found in the Investor Relations section on pages 103 to 105 of this Annual Report.

## Sustainability Report

### Governance – Ensuring Compliance

At MCT, we conduct our business with honesty and integrity, and we are fully committed to upholding a high standard of corporate governance and transparency. To do so, and to uphold the Mapletree Group's core values, we have a robust corporate governance framework in place that has been developed in line with Mapletree Group's policies. MCT is committed to ethical operations and compliance with laws and regulations. For more information on MCT's corporate governance policies and practices, please refer to pages 68 to 83 of this Annual Report.

#### Targets

- Maintain zero incidences of non-compliance with anti-corruption laws and regulations
- Achieve no material incidences of non-compliance with relevant laws and regulations

#### • Anti-corruption

Singapore has ratified the United Nations Convention against Corruption and has robust laws to fight corruption. We are firmly opposed to corruption in all forms and is committed to doing business in an ethical manner.

#### • Dissemination of Marketing Collaterals

The display and dissemination of information in marketing collaterals are subject to various regulations and laws. We are committed to responsible marketing and advertising in compliance with these regulations and laws.

### Managing Compliance

At MCT, we strive to ensure that our policies and practices reflect a high standard of corporate governance. Our corporate governance framework demonstrates our commitment to responsible and transparent business practices, in line with the Mapletree Group's core values. The framework contains specific guidelines on anti-corruption practices – such as the prohibition of bribery, acceptance or offer or lavish of gifts and entertainment. There is also a whistle-blowing policy to allow employees and stakeholders to raise any serious concerns about any danger, risk, malpractice or wrongdoing in the workplace.

MCT's employees are subject to and are required to comply with its policies and procedures at all times, which include policies on ethics and code of conduct, safe work practices and professional conduct. We will take appropriate disciplinary action, including termination of any employee, who is found guilty of fraud, dishonesty or criminal conduct in relation to his/her employment.

In addition, robust procedures have been established to monitor the effectiveness of risk management processes and manage the risk of non-compliance with laws and regulations, including the anti-money laundering laws. Cases of threatened or pending litigation are brought to the attention of the CEO of

the Manager and the Head of Group Corporate Services and Group General Counsel promptly for timely resolution. To ensure compliance with the SGX listing rules, all our employees are notified before the start of any trading ban period so that they are aware that they should not deal in the listed units of Mapletree REITs. Employees are also notified that they should not deal with such listed units when in possession of price sensitive information.

All MCT's marketing collaterals are reviewed by the Marketing Communications team for compliance with the Singapore Code of Advertising Practice. The requirements under the Personal Data Protection Act are also taken into account in the communication materials of our community outreach activities to ensure that personal data is handled appropriately. We also ensure that licenses for the use of music in building premises and for the setting up of any temporary structures at the malls are applied for and renewed on a regular basis.

We will continue to provide training to our directors and employees when there are updates or changes to the existing laws.

In FY17/18, there was no material incidence of non-compliance with relevant laws and regulations, including anti-corruption and marketing laws.

## GRI Index

<b>GRI Standards (2016)</b>		<b>Notes/Page number(s)</b>
<b>General Disclosures</b>		
<b>Organisational Profile</b>		
102-1	Name of the organisation	Mapletree Commercial Trust; Corporate Overview (Annual Report 2017/18), Page 4
102-2	Activities, brands, products, and services	About This Report, Page 88; Corporate Overview (Annual Report 2017/18), Page 4
102-3	Location of headquarters	Corporate Directory (Annual Report 2017/18), IBC
102-4	Location of operations	Corporate Overview (Annual Report 2017/18), Page 4
102-5	Ownership and legal form	Trust Structure (Annual Report 2017/18), Page 18
102-6	Markets served	Corporate Overview (Annual Report 2017/18), Page 4
102-7	Scale of the organisation	Corporate Overview (Annual Report 2017/18), Page 4; Financial Highlights (Annual Report 2017/18), Page 6 Talent Attraction, Pages 95–96
102-8	Information on employees and other workers	Talent Attraction, Pages 95–96  Data was compiled from the Human Resource database, and excluded full-time and part-time employees on less than one-year contract. As the number of part-time employees is not significant to the operations as a whole, employee data was presented in totality, instead by the breakdown by employment type.  MCT does not have a significant portion of its activities being carried out by workers who are not employees. Certain property management functions were outsourced to third party service providers.  MCT did not have any significant variation in employment numbers.
102-9	Supply chain	Supply chain is minimal and insignificant to report on.
102-10	Significant changes to organisation and its supply chain	There were no significant changes during FY17/18.
102-11	Precautionary principle or approach	MCT does not specifically address the principles of the Precautionary approach.
102-12	External initiatives	MCT does not subscribe to or endorse any external initiatives.
102-13	Membership of associations	Stakeholder Engagement, Page 91
<b>Strategy</b>		
102-14	Statement from senior decision-maker	Board Statement, Page 87
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards, and norms of behaviour	Managing Compliance, Page 100
<b>Governance</b>		
102-18	Governance structure	Organisation Structure (Annual Report 2017/18), Page 19 Corporate Governance (Annual Report 2017/18), Pages 68–83 Sustainability Governance, Page 89
<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups	Stakeholder Engagement, Pages 90–91
102-41	Collective bargaining agreements	No collective bargaining agreements are in place.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Pages 90–91
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Pages 90–91
102-44	Key topics and concerns raised	Stakeholder Engagement, Pages 90–91
<b>Reporting Practice</b>		
102-45	Entities included in the consolidated financial statements	Notes to the Financial Statements (Annual Report 2017/18), Page 141
102-46	Defining report content and topic Boundaries	Materiality Assessment, Page 89
102-47	List of material topics	Materiality Assessment, Page 89
102-48	Restatements of information	There has been no restatement of figures or information disclosed in our previous report.
102-49	Changes in reporting	Materiality Assessment, Page 89
102-50	Reporting period	About This Report, Page 88
102-51	Date of most recent report	The Annual Report/Sustainability Report 2016/17 was published on 29 June 2017.
102-52	Reporting cycle	About This Report, Page 88
102-53	Contact point for questions regarding the report	About This Report, Page 88
102-54	Claims of reporting in accordance with GRI Standards	About This Report, Page 88

## GRI Index

<b>GRI Standards (2016)</b>		<b>Notes/Page number(s)</b>
<b>Reporting Practice (Cont'd)</b>		
102-55	GRI content index	GRI Index, Pages 101–102
102-56	External assurance	MCT has not sought external assurance on this report but may do so in the future.
<b>Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	Compliance Risks (Annual Report 2017/18), Page 86
103-2	The management approach and its components	Sustainability Governance, Page 89;
103-3	Evaluation of the management approach	Materiality Assessment, Page 89; Stakeholder Engagement, Pages 90–91; Environment, Page 92; Energy, Pages 92–93; Energy Consumption and GHG Emissions, Page 93; Health and Safety, Pages 94–95; Health and Safety Performance, Page 95 Talent Retention, Page 95; Talent Attraction, Pages 95–96; Developing People, Page 96; Local Community, Page 96; Contributing to a Better Society, Pages 97–99; Community Feedback, Page 99; Governance - Ensuring Compliance, Managing Compliance, Page 100; Financial Statements (Annual Report 2017/18), Pages 113–165
<b>Material Topics</b>		
<b>Economic Performance</b>		
201-1	Direct economic value generated and distributed	Financial Statements (Annual Report 2017/18), Pages 113–165
<b>Anti-corruption</b>		
205-3	Confirmed incidents of corruption and actions taken	Governance - Ensuring Compliance, Page 100
<b>Energy</b>		
302-1	Energy consumption within the organisation	Energy, Pages 92–93; Energy Consumption and GHG Emissions, Page 93
302-3	Energy intensity	Energy, Pages 92–93; Energy Consumption and GHG Emissions, Page 93
302-4	Reduction of energy consumption	Energy, Pages 92–93; Energy Consumption and GHG Emissions, Page 93
<b>Employment</b>		
401-1	New employee hires and employee turnover	Talent Attraction, Pages 95–96
<b>Occupational Health &amp; Safety</b>		
403-2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Health and Safety Performance, Page 95 Health and safety performance data by region and gender and information on types of injury, occupational disease rate and absentee rate were not applicable to the organisation as they were not deemed to be significant.
<b>Training and Education</b>		
404-2	Programmes for upgrading employee skills and transition assistance programmes	Developing People, Page 96
<b>Local Communities</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	Stakeholder Engagement, Pages 90–91; Local Community, Page 96; Contributing to a Better Society, Pages 97–99; Community Feedback, Page 99
<b>Customer Health and Safety</b>		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety Performance, Page 95
<b>Marketing and Labelling</b>		
417-3	Incidents of non-compliance concerning marketing communications	Managing Compliance, Page 100
<b>Socioeconomic Compliance</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	Compliance Risks (Annual Report 2017/18), Page 86 Managing Compliance, Page 100;